

CatholicCare NT Role Description

Position Title		Housing Support Case Worker
Position Number		CC2753
Salary		Base Salary SCHADS Level 4 Plus Superannuation Guarantee Contribution, 17.5% leave loading and salary packaging option
EFT		Full time 38 hours per week Monday to Friday 8:30am – 5pm
Location		Crerar Road
Commencement		September 2025
Completion		Ongoing (Subject to Funding)
Last Reviewed		June 2026

1. Program Description

CatholicCare NT (CCNT) implements a case management approach to break the cycle of homelessness through empowering clients to effectively problem solve and manage their accommodation. CCNT uses an early intervention approach that supports individual clients to regain control of their circumstances including; housing, financial, and social and community issues that are placing them at risk of homelessness.

Through assertive case management we provide participants with support to address the multifaceted challenges they face in maintaining their home. This support may be through assessment of life skills, role modelling, referral to specialist agencies as required, coordination of supports, and advocacy with internal and external agencies. CCNT's case management framework adheres to the Standards of Practice established by the Case Management Society of Australia and New Zealand and Affiliates.

2. Purpose of the Position

The Housing Support Case Worker is responsible for providing intensive case management, education and support to participants of CCNT's Housing Support program in order for the program to meet its objectives. This position focusses on a stepped model of care in core areas, supporting participants in Transitional Housing and those in need of Tenancy Support in Public Housing. A person centred, coordinated model of care is applied to ensure that participants receive targeted support according to need.

3. Accountability

The Housing Support Caseworker works under general direction and reports to Lead Practitioner of Housing Support, and works in a specialised field for Transitional Housing participants alongside of CCNT Tenancy Facilities Officer and the Housing Support Program.

4. SCHADS Grade 4 Characteristics

- Work under general direction in functions that require the application of skills and knowledge appropriate to the work. Generally, guidelines and procedures are established.
- Application of knowledge and skills, gained through qualifications and or/previous experience in a discipline.

- Contribute knowledge in establishing procedures in the appropriate work related field.
- May be required to supervise various functions within a work area or activities of a complex nature.
- May involve a range of work functions, which could contain a substantial component of supervision.
- May be required to provide specialist expertise or advice in their relevant discipline.
- Requires a sound knowledge of program, activity, operational policy, or service aspects of the work performed with a function or a number of work areas.
- Require skills in managing time, setting priorities, planning and organising their own work to achieve specific program and organisational objectives.
- Expected to set outcomes and further develop work methods where general work procedures are not defined.

5. Key Responsibilities and Performance standards

5.1 Delivering outreach case management support, which secures housing by:

- Supporting immediate access to housing through linking with accommodation providers, public housing, social housing, transitional housing and private rental market
- Coordination of support services for participants living in public, transitional and community housing, that improves their capacity to obtain and/or retain housing and understand tenancy rights and responsibilities
- Supporting successful pathways out of CCNT Transitional Housing by providing tailored assessment, education and support, including advocacy with Territory Housing, Community Housing agencies and private realtors
- promoting social integration to enable participants to live independently alongside other people engaged in the Transitional Housing program and with neighbours in mainstream accommodation

5.2 Assisting vulnerable individuals, families and communities to reduce the risk of homelessness

- Accepting, prioritising and processing referrals
- Completing thorough assessments of readiness for transitional housing
- Working collaboratively with participants, informal supports, community supports and statutory bodies to develop sustainable positive change and progress towards outcomes identified in the case plan
- Developing strategies to address challenges to achieve social and emotional wellbeing
- Developing case plans which identify short-, medium- and long term case management goals

5.3 Participating in networking and collaboration activities, which assist in developing a support plan to address all challenges within the participant context by;

- attending and contributing to relevant networks
- advocating where necessary on behalf or with the participant
- completing referrals to services which will assist with meeting case plan goals
- fostering collaborative relationships with key stakeholders and services in relevant areas to support case plan goals

- maintaining professional relationships with all participants, stakeholders and CatholicCare NT staff

5.4 Participate in Supervision and Evaluation activities by:

- entering accurate data and case notes in line with program requirements
- providing reports and feedback as requested
- actively participating in evaluation activities
- attending supervision to reflect and review case management practices as per CatholicCare NT policy.

5.5 Safeguarding Children

Our organisation takes child protection seriously, and as an employee/volunteer of CatholicCare NT, you are required to meet the behaviour standards outlined in our Safeguarding Children and Young People Policy (ORG/SP/P030). You will have received a copy of this policy as part of your induction. You can also access a copy of this policy via the Intranet.

All staff are to provide a service in line with our safeguarding children policies and procedures and are required to report any concerns of abuse and neglect toward children and young people to the relevant authorities as per policy and procedure. Any criminal charges or convictions received during the course of employment/ volunteering that may indicate a possible risk to children and young people must be reported to the relevant Line Manager within forty eight (48) hours.

6. Personal Attributes

The incumbent must maintain strict confidentiality in performing the duties of the Housing Support Case Worker and must demonstrate the following personal attributes:

- Compassion, empathy, sense of justice and tolerance
- Demonstrated organisational fit with ability to work within a culture and values framework
- Team player with ability to work with others in a spirit of trust, respect, reflection and accountability
- Adaptable with resilience to work in difficult situations and willingness to work beyond the role description when required
- Ability to represent CCNT in a culturally appropriate and professional manner at all times

7. Work Conditions

The Case Worker is located in a busy, open area office: however, by nature the role requires outreach work.. This position may include some out of hours work, which will be balanced by equivalent time off through the week, so that the total hours per fortnight does not exceed the normal 76 hours.

8. Selection Criteria

- 1) Relevant qualification in social work or community services
- 2) Strong interpersonal and communication skills including the ability to engage with and manage complex situations, involving homelessness, poverty, mental health, family violence, alcohol and other drug misuse
- 3) Demonstrated cultural competency, particularly in working with Indigenous people

- 4) Strong written communication skills including letters of advocacy /support and case note writing

9. Special Conditions

- 1) Must be an Australian Citizen or have unlimited work rights within Australia.
- 2) This position is subject to a satisfactory criminal history check that must demonstrate that you have not had inappropriate dealings with children, or been charged or convicted of a domestic violence offence.
- 3) Valid NT Drivers Licence and Ochre Card.
- 4) This position requires you to apply for a Working with Children Clearance/Ochre Card prior to your employment commencement date and send us receipt of payment. This will be at your own cost.
- 5) If you have resided in an overseas country for 12 months or more in the past 10 years, this position requires you to complete an International Criminal History check (ICHC) prior to your employment commencement date. The outcome of the initial screening check must be satisfactory.
- 6) This position is classified as a mandatory worker by the NT Chief Health Officer.
- 7) Six month probation period.
- 8) Non-smoking working environment.
- 9) The contact details of at least two referees are required.
- 10) Evidence of qualification attainment will be required.
- 11) Aboriginal people are strongly encouraged to apply.